

TRANSMITTAL SLIP		5 Jan 87
TO: EXA/DDA		
ROOM NO. 7024	BUILDING Hgs	
REMARKS:		
Informal Copy.		
EXA/DDA	<i>[Signature]</i>	07 JAN 1987
DDA	<i>[Signature]</i>	7 JAN 1987
DDA	<i>[Signature]</i>	7 JAN 1987
A good response from D/OT on SBT's phone service complaint (attached).		
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		(47)

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OIT 1067-86

06 JAN 1987

NOTE FOR: Associate Deputy Director for Science and Technology

FROM: Ed Maloney
Director of Information Technology

SUBJECT: DS&T Telephone Installations

Jim,

STAT 1. Bill Donnelly forwarded [] note on your priority telephone requests to me. Our track record in satisfying S&T telephone requests during this past year has not been good. Now that several high priority activities are nearing completion, we're making headway on our backlog. We're going to get better, and be more responsive.

2. In response to your listing of priority requirements:

- o Items 2, 3, and 17 through 20 have been satisfied;
- o Items 12 through 16 remain in the queue to be addressed as resources are available. We expect to complete these items by mid-February at the latest;
- o Item 1, the request for the ORD Contracting Officer is now dependent upon the Ames Building manager relocating a connection box. Our people have been in touch with ORD, and work will proceed just as soon as possible;
- o The NPIC telephone requests (items 4 through 10) were being processed when [] note arrived. Surveys are now complete and service is being scheduled. Please note that request #11 has not yet been received by OIT.

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STAT 3. OIT will be taking specific actions to improve telephone management, and telephone installations in particular, to ensure our efforts are indeed responsive to Deputy Directors' requirements. As a point of contact for serious shortfalls in responsiveness or passing on major shifts in Directorate priorities, my Deputy for Operations, [] should be contacted. He can be reached on []

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[]
Ed Maloney

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